

MILEPOSTSWEST

A Newsletter for MTA Metro-North Railroad Customers November – December 2014

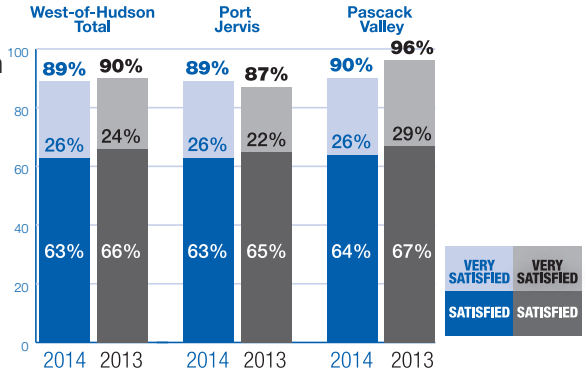
Survey Says...

The results are in for our 2014 Customer Satisfaction Survey, taken in mid-June/early-July, and they are pretty much on par with 2013's ratings.

Overall Satisfaction

For starters, you gave us an "OVERALL SATISFACTION" rating of 89%, just slightly below 2013's rating of 90%.

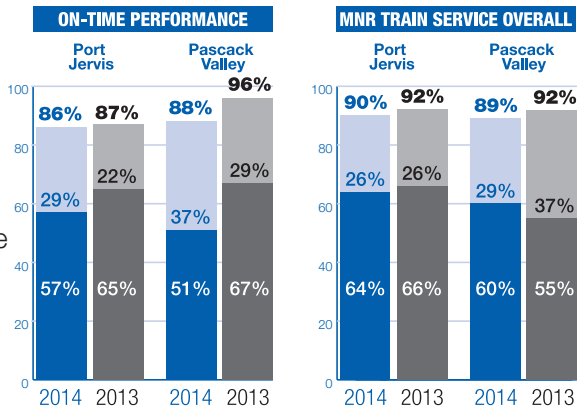
The chart to the right shows your ratings for each line, as well as the percentages of customers "very satisfied" and "satisfied" with the railroad.



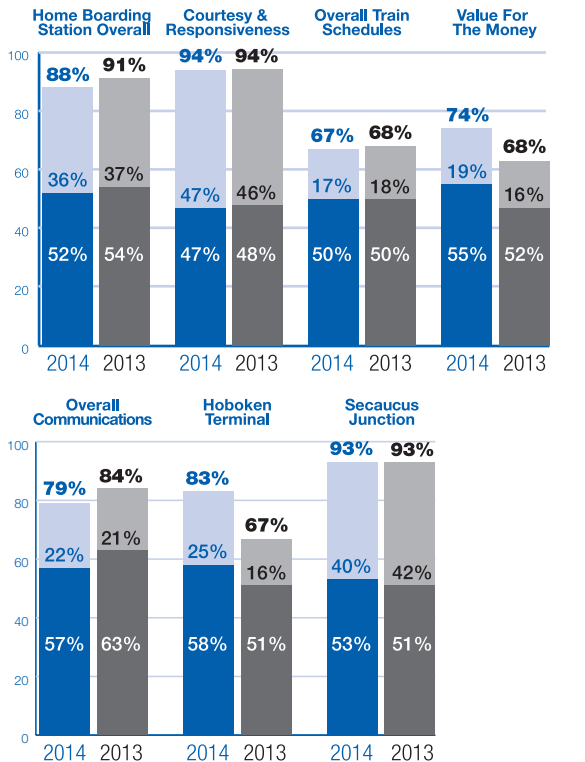
Train Service by Line

Looking at "TRAIN SERVICE," the rating for On-time Performance for the Pascack Valley Line suffered due to a number of incidents impacting AM-peak service around the time the survey was taken.

The chart to the right shows your ratings for service.



The chart to the right shows how you rated key aspects of our service. For the most part, your ratings were comparable with 2013's. The jump in the rating for Hoboken Terminal can be attributed to ongoing restoration efforts.



We thank those of you who participated in our Customer Satisfaction Survey. Your input is critical to helping Metro-North and NJTRANSIT identify areas that we need to focus on to improve service.

Putting the Jolly Back In Holiday Travel!

You'll be "laughing all the way" past traffic and tolls when you take Metro-North to get around this holiday season.

(And you won't need to wear any "bells" on your "bobtail" either!)



For the Christmas Holiday:

On **Christmas Eve (Wednesday, December 24)**, we offer early getaway trains:

On the **Port Jervis Line**, a train departs Hoboken at 2:45 PM (Penn Station-NY at 2:39 PM, arriving at Secaucus at 2:48 PM). The 6:11 PM from Hoboken (6:03 PM from Penn Station-NY) will not operate due to decreased ridership.

On the **Pascack Valley Line**, the Friday-only train that departs Hoboken at 2:58 PM (Penn Station-NY at 2:51 PM, arriving at Secaucus at 3:01 PM) will operate on Wed., Dec. 24. Also, the 7:20 PM from Hoboken (7:13 PM from Penn Station-NY) will not operate.

On **Christmas Day (Thursday, December 25)**, a weekend schedule will be in effect on both lines.

On the **Day after Christmas (Friday, December 26)**, a regular weekday schedule will be in effect.

Finally, a regular weekend schedule will be in effect on **Saturday, December 27 & Sunday, December 28**.

For details on Christmas Holiday service, see a current November 9, 2014 timetable for details or visit our schedules page at <http://bit.ly/1arccwk> or go to www.njtransit.com.



On the **Port Jervis Line**, for **New Year's Eve (Wednesday, December 31)**, additional service there will be:

- A 2:45 PM train will depart Hoboken (Penn Station-NY at 2:33 PM, arriving at Secaucus at 2:43 PM).

PLEASE NOTE: The 6:11 PM from Hoboken (6:03 PM from Penn Station-NY) will not operate due to decreased ridership. The following late night/early morning trains will operate. (These trains are not listed in the timetable.)

- A 1:27 AM train will leave Hoboken (the connection from Penn Station-NY will depart at 1:22 AM), operate express to Suffern, and make all stops to Port Jervis, arriving at 3:40 AM.
- A 3 AM train will leave Hoboken (the connection from Penn Station-NY will depart at 2:50 AM), and make all stops from Kingsland to Port Jervis, arriving at 5:37 AM.

PLEASE NOTE: The 12:40 AM train from Hoboken to Port Jervis will not operate on New Year's morning.

On the **Pascack Valley Line**, on **New Year's Eve**:

- A train will depart Hoboken at 2:58 PM (Penn Station-NY at 2:51 PM, arriving at Secaucus at 3:01 PM).

PLEASE NOTE: The 7:20 PM from Hoboken (7:13 PM from Penn Station-NY) will not operate due to decreased ridership.

The following late night/early morning trains will operate. (These trains are not listed in the timetable.)

- A 1:10 AM train will depart Hoboken (the connection from Penn Station-NY will depart at 1 AM), and make all local stops to Spring Valley, arriving at 2:25 AM.
- A 3:45 AM train will depart Hoboken (the connection from Penn Station-NY will depart at 3:30 AM), and make all local stops to Spring Valley, arriving at 4:56 AM.

PLEASE NOTE: The 12:45 AM from Hoboken will not operate on New Year's morning.

On **New Year's Day, Thursday, January 1**, a Weekend schedule will be in effect.

For schedule details and possible changes/updates to New Year's Eve service dates, please visit www.njtransit.com.

